

Fig. 2

0986511.052401
T04250" T T S9860

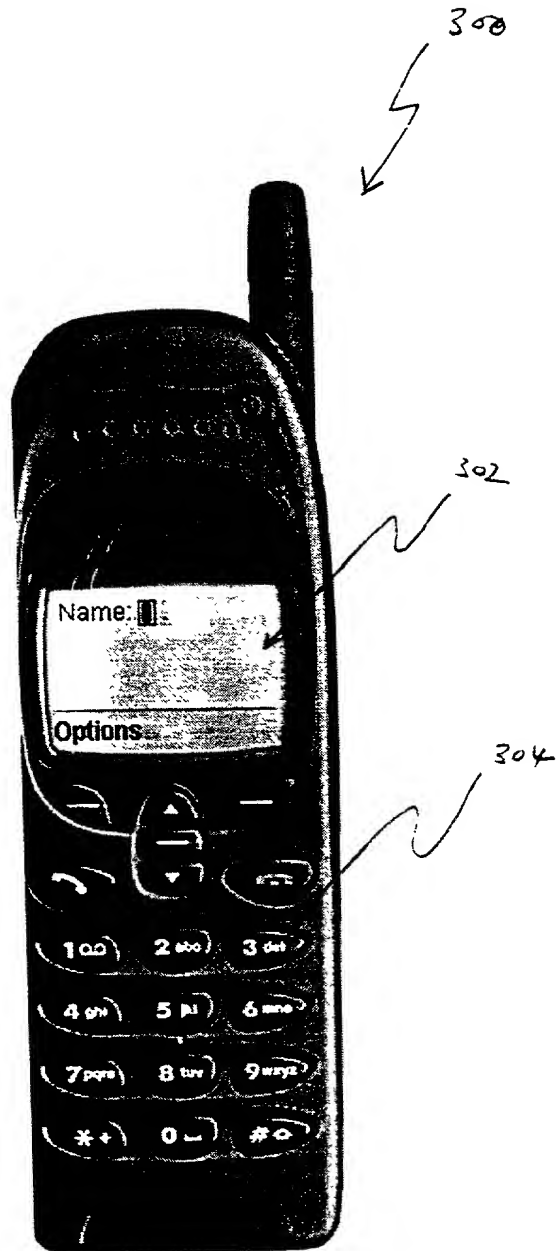


Fig 3

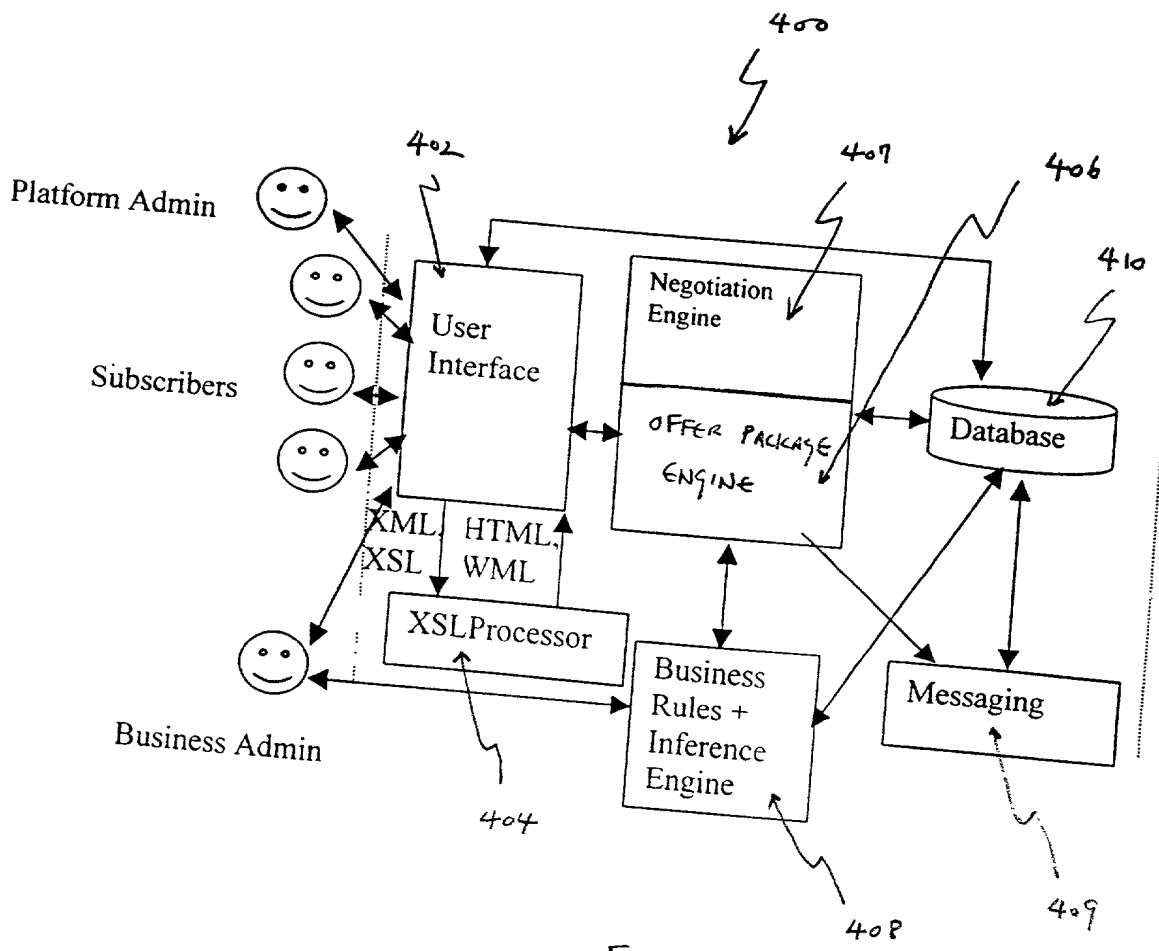
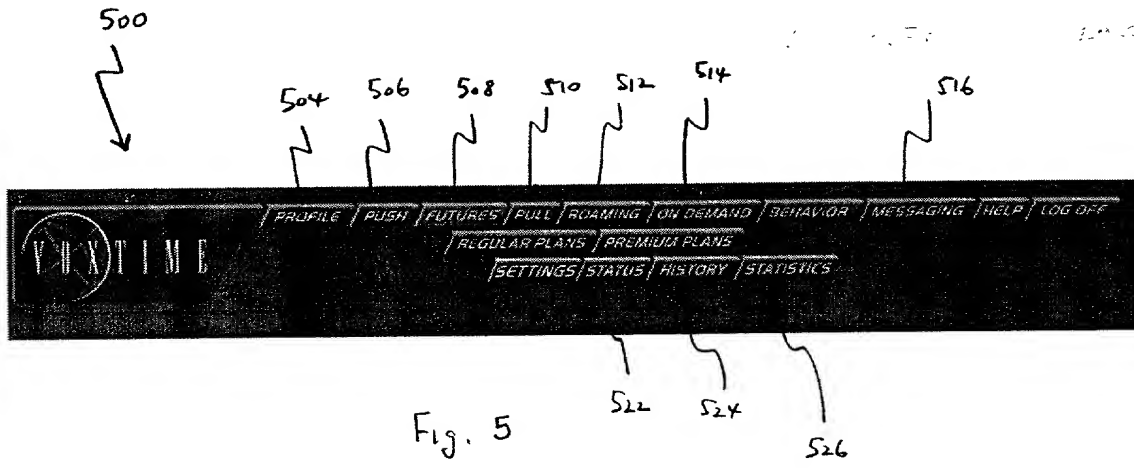


Fig 4



Nr	Name	Number of Members	Description
1.	All	43.	All the cutomers.
2.	Americans	6.	All the customers living in US.
3.	Romanians	12.	All customers living in Romania.
4.	Roaming users	31.	All the customers that are using the roaming facilities.
5.	Business Users	33.	All customers that have business contract
6.	Private Users	10.	All the customers having private contracts.
7.	SMS Users	37.	This group involves all SMS users, regardless of their other profile matters (location, type of contract, etc.)

Handwritten annotations: 602 points to the 'Name' header; 604 points to the 'Number of Members' header; 606 points to the 'Description' header; 608 points to a 'New Group' box above the last row; 600 points to the entire table structure.

Fig 6

728 722 724 726 730

CREATE NEW OFFER

Special Offer

702 Name

Option	Rate [USD]	Call Duration [mins]
712 First	<input type="text" value="0.25"/>	<input type="text" value="10"/>
714 Second	<input type="text" value="0.20"/>	<input type="text" value="8"/>
716 Third	<input type="text" value="0.28"/>	<input type="text" value="22"/>

718 Call Time: between and

<input type="text" value="06"/>	:	<input type="text" value="20"/>	PM	This day
<input type="text" value="07"/>	:	<input type="text" value="10"/>	PM	This day

704 Send to

706 Send on:

Send at:

: PM

729 Freeze Offer ☐

Fig 7

Special Offers History

Date: May / 25th / 2000 [Change Date](#)

No	Name	Send to Groups	Sending Time
1.	<u>Offer to All</u>	All	May 25, 2000 11:39 AM
2.	<u>May Offer</u>	Americans	May 25, 2000 12:09 PM

Fig 8

No	Offer Name	Sent Offers	Accepted Offers	Acceptance Rate	Potential Income
1	Offer to All	2874	16	0.55%	\$ 87.45
2	Offer to Romanians	1173	44	3.75%	\$ 616.00
3	Offer to Americans	64	8	12.5%	\$ 25.40

Fig 9

900

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Pull Settings

1002 Flat Fee 1.00 [USD]
1004 Flat Fee + Extra Rate 0.50 [USD] + 0.05 [%]
1006 Extra Rate 0.16 [%]
Simulate Network Busy ☒

UPDATE RESET

1000

Fig 10

Pull Statistics

Date: / /

No	Date	Access Fee	Extra Rate	Call Duration	Income
1	May/22/2000 4:22 PM	\$ 0.50	\$ 0.05 /min	2 mins	\$ 0.60
2	May/22/2000 7:22 PM	\$ 1.00	\$ 0.00 /min	2 mins	\$ 1.00
3	May/22/2000 7:35 PM	\$ 0.00	\$ 0.16 /min	2 mins	\$ 0.32
4	May/22/2000 8:22 PM	\$ 0.50	\$ 0.05 /min	2 mins	\$ 0.60
5	May/23/2000 10:10 AM	\$ 0.50	\$ 0.05 /min	9 mins	\$ 0.95

Your total gain is: \$ 3.47

75 //

1100

1102

Configure Agent for Premium Plans

1202 Agent Name: Premium Plans Agent

1204 Location: JFK Airport

1206 Deadline: May 25th 2000 12:20 PM

Parameters	Best **	Worst **	MU	Importance*	Behavior
Call Duration	36	5	minutes	0.4	Concessive Behavior
Additional Price	0.5	0.2	USD	0.3	Concessive Behavior
Access Fee	2 <input type="button" value="↑"/>	1 <input type="button" value="↑"/>	USD	0.2	Aggressive Behavior

1208

1212

1214

1200

Fig. 12

Behavior Editing Issues

Name

Tactics Editing

To add a new tactic select the heading checkbox.

Name		Weight Parameter	
<input checked="" type="checkbox"/>	Time Exponential	0.1	0.1
<input type="checkbox"/>	Select Tactic	0.1	
<input type="checkbox"/>	Select Tactic	0.1	

Fig 13

No	Agent Name	Partner	Status
1.1	Premium Plans Agent	new connection	<input checked="" type="checkbox"/> Active

1400 points to the table header area.
 1402 points to the Agent Name cell.
 1404 points to the Partner cell.
 1420 points to the Status column header.
 1422 points to the Active text.
 1424 points to the checkbox.

Fig 14

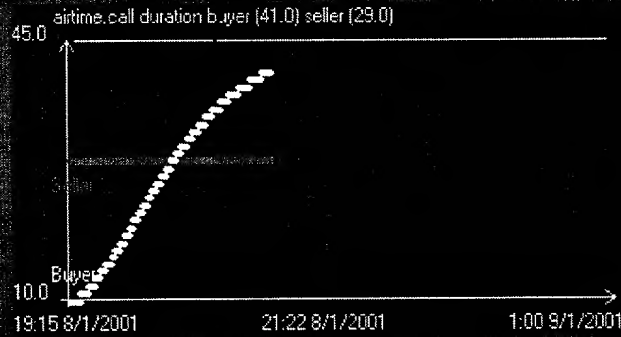
090511.052401
T0430 "T" T59860

1502

AGENT ONLINE VIEWER

Please pay attention to the following dynamics. This is how you will be able to detect changes in the status of this live negotiation.

CLOSE



1504

Fig 15

1600
↙

No	Agent Name	Partner	Status
1.13	Premium Plans Agent	Aquila	Deal Failed
1.14	Premium Plans Agent	Antares	Deal Closed
1.15	Premium Plans Agent	Deleted agent	Deal Closed

↗
1602

↗
1604

↗
1606

Fig 16

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T04250"TT59860

Fig 17

No	Parameter	Value	MU
1	Call Duration	59	minutes
2	Additional Price	10	USD
3	Access Fee	10	USD

Fig 18

No	Parameter	My Agent Last Value	Partner Agent Last Value	MU
1	Call Duration	29	30	minutes
2	Additional Price	5	2	USD
3	Access Fee	10	10	USD

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- N No : Negotiated Deals - the number of all the agent's negotiations .
- CD No : Closed Deals - the number of successful deals .
- NCD No : Failed Deals - the number of failed negotiations .
- R No : Number of current live negotiations – the current negotiations .
- SR : Success Rate - the rapport between successful and number of all negotiations .
- FR : Fail Rate - the rapport between failures and total number of negotiations .

Fig 19

Fig. 20

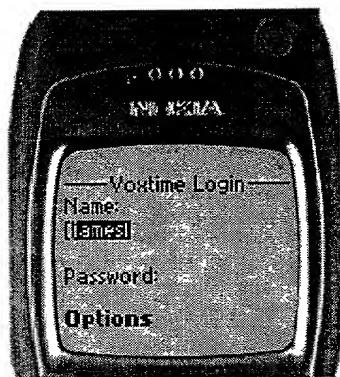


Fig. 21

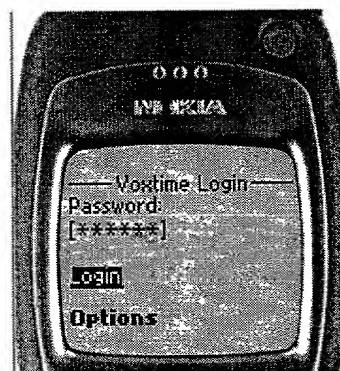


Fig. 22

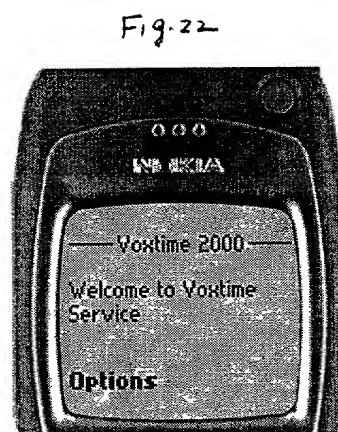
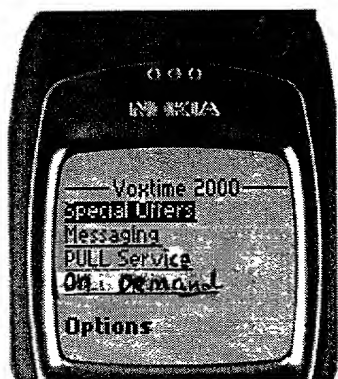


Fig 2

Fig 23



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Fig. 24

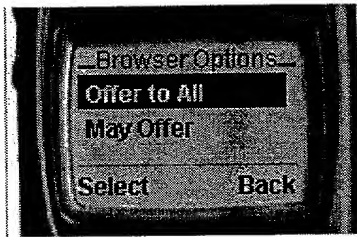


Fig. 25

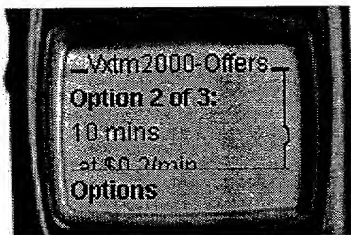


Fig. 26

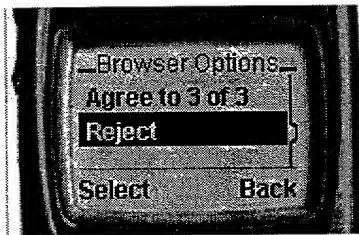


Fig. 27

Fig. 27

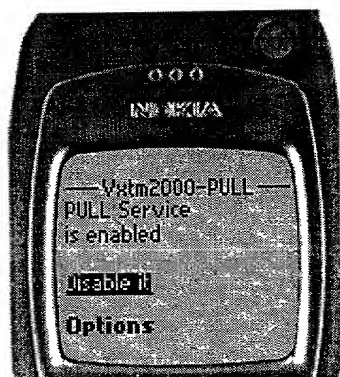
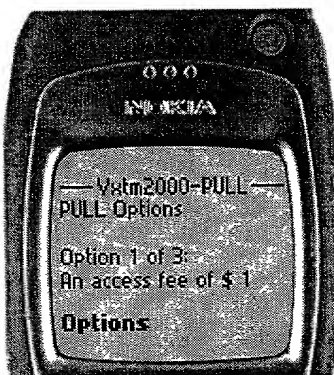


Fig. 28

Fig. 28



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T04260 T1650

Fig. 29

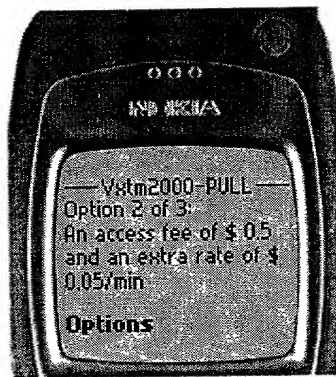


Fig. 30

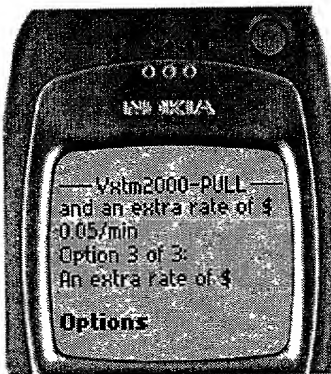


Fig. 31

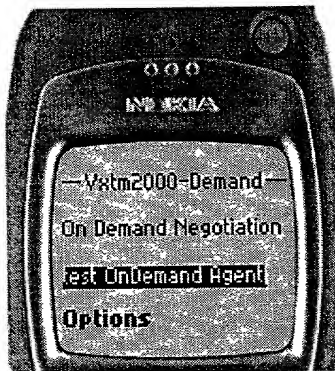


Fig. 32

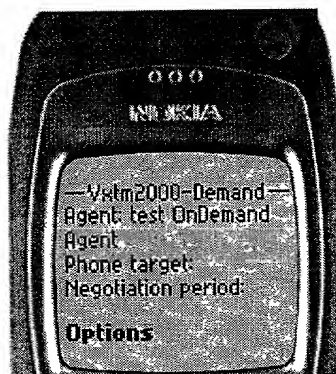


Fig. 33

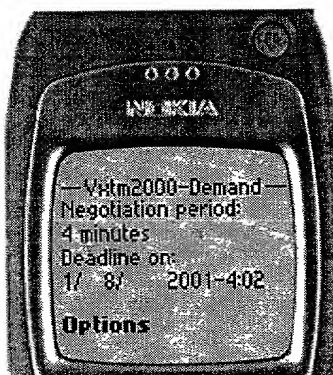
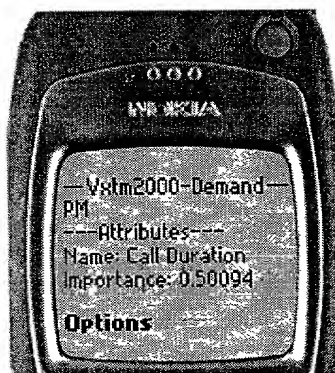
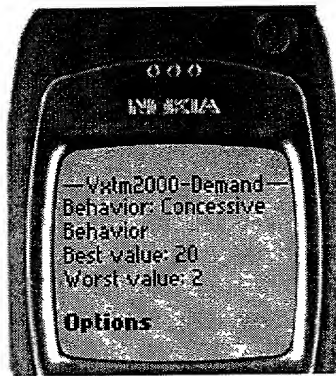


Fig. 34



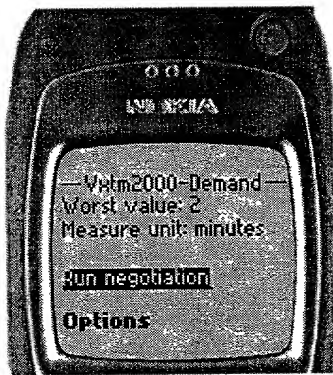
Fig

Fig 35



Fig

Fig 36



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